

Next Generation Career Center Framework Webinar

Staff Questions

Q-How will this process include the smaller Career Centers that do not have DWD Staff stationed full time?

A – While this model is best implemented in full service Career Centers it is also possible to implement in satellite centers. Cross training of staff will ensure that the majority of services may be accessed at any location.

Q- How does METP fit into this initiative?

The METP functions will be analyzed and provided by the appropriate functional team(s).

Q- When you say cross trained in programs for example do you mean WIA partners will learn Trade and Trade staff will learn WIA programs?

A – Yes.

Q- Will we tweak the Toolbox system that will allow effective dual management of customers?

A - When Toolbox 2.0 was implemented it was selected because it was already built for integration. There will be edits/updates as needed for new/revised policy.

Q- Will dual enrollment require an increase in paperwork collection?

A – No. In addition we are evaluating documentation processes to eliminate unnecessary processes and duplication.

Q- This will be true even for those either already chartered or beginning that process?

A – This model will be implemented in all regions regardless of their chartering status.

Q- What about Vet reps?

A - The Veteran representatives will continue to serve eligible Veterans as they do now. They will be included within the functional teams as applicable to their positions.

Q- Will this result in a loss of State Jobs?

A - No, however duties may change to align with integration.

Q- Will funding be blended or still come down in silos?

A – The funding will still be appropriated by program however the way that it is administered at the local level will appear to be seamless. That is one of the positive impacts of dual enrollment. The customer will receive resources from multiple programs (without knowing it) to leverage funding and receive maximum services.

Q- Does this initiative change focus on one-stop operator and functional management?

A – Possibly. This will be addressed in future functional management discussions and policy guidance.

Q- Will the state purchase a training package on computers to ensure consistency across the state for computer and math skills training?

A – Yes, we are researching many new products to provide consistent services statewide.

Q- What do we do when WIA funds for adults are exhausted for dislocated workers; there is the FASFA but it's not guaranteed acceptance.

A – The funding allocations among regions will not change. Dual enrollment of participants will assist with the leveraging of funds for training services.

Q- How will this effect WIA performance that a region is held to?

A - All regions will still be accountable for their region's WIA performance. That being said we realize this is a change that may initially impact performance in a less than positive way. The DWD Leadership team will address this issue in future guidance.

Q- How will the public become aware of our efforts to up-skill training? How to market the services?

A - This will be a part of our marketing initiative (workgroup) and a huge part of our product box. Each center will be responsible for guiding their customers through the process of discovering where they currently are and ensuring they are familiar with what services are offered.

Q- When you say online programs, do you mean possible from home or just in the Career Center?

A – We will offer services both on-line which may be accessed from home and in the Career Centers.

Q- Is there some information online where we can see what some of the other states using next generation model consist of, what they are doing?

A - Yes, the leadership team and workgroups will be assessing information from other states to see what will work in Missouri. We will continue to provide updates on our process in the future.

Q- How will the Next Generation One-Stop be funded?

A - The Next Generation Career Centers will be funded using existing WIA and Wagner Peyser funds.

Q- Will the Career Centers get more staff and resource computers to ensure people get the one-on-one service?

A – No, this model is designed to streamline processes, functions thus freeing up staff time to

Q- Will we rethink or retool performance requirements?

A - We will still be required to meet our programmatic guidelines but we will develop our own performance metrics (with your input) and we feel if we meet our own measures than the DOL requirements will be met. We will have a workgroup that will work on this.

Q- What states are you using as examples for the Next Generation of Career Centers?

A - Indiana, Oregon, New York, Oklahoma, Texas

Q- To provide more one-on-one services, will more staff be hired?

A - No, we are streamlining our processes so staff will have more time to focus on staff assisted services.

Q- So does this mean we are moving away from the self-service concept?

A - Yes and no. Self-service will always be an option for those customers that prefer that type of service.

Q- Can you elaborate on auto dual enrollment?

A – An example of dual enrollment would be if you have a customer that was laid-off from a Trade impacted worksite. This individual would not only be eligible for Trade Act Services but also the WIA Dislocated Worker program and WIA Adult core services. At the initial interview the individual would be enrolled into all three programs.

Q- Is functional management going away?

A – No, if anything functional management will be enhanced.

Q- Will there be funding for Functional Managers at one-stop or will One-Stops be lead by consortia?

A – This will be addressed in future functional management discussions and policy guidance.

Q- How many teams are going to be formed in the Career Center?

A – As of right now we have three main teams and from those teams will be Ad Hoc teams designated.

Q- What about remote locations such as mall kiosks?

A - We have not had discussions about kiosks at this time.

Q- Will we be able to keep the staffing in the Career Centers at the level it is today with RES Staff?

A – No, unfortunately, the RES positions were funded with ARRA funds and are temporary positions.

Q- Will you be revising or replacing Toolbox to support those streamlined process?

A - When Toolbox 2.0 was implemented it was selected because it was already built for integration. There will be edits/updates as needed for new/revised policy.

Q- Will ALL staff be required to know all the eligibility requirements for every program?

A - All staff will be cross trained and have knowledge as it relates to their function.

Q- When you talk about mass training for staff how is that going to be done...webinar's, roundtables?

A - Yes, training will be provided via roundtables, webinars, etc.

Q- How do we ensure all partners are included in functional workgroups?

A – The leadership team will work with the WIB Directors and DWD Regional Coordinators to ensure partner staff have the ability to provide input and one-on-one service.